

RocketAIC Series

Cancelled Order Policy

Once a customer order is finalized, the HighPoint store will immediately submit an Order Processing request to our warehouse. The secure merchant system employed by our Estore will bill us for these services, and these fees are irreversible.

HighPoint is charged for every refund request submitted to the merchant system – this charge is not credited nor refundable. To explain further, whenever HighPoint refunds a customer, the merchant system will automatically apply a fee to the transaction. When any charge is processed, costs are incurred from the CC/Payment networks (such as Visa, Mastercard, PayPal.). The rules/guidelines for refunds are established by these networks, which in most cases, will keep the upfront cost of the transaction.

We realize that orders and shipping methods will need to be adjusted from time to time. If the order has yet to be shipped, and the customer opts for Store-Credit, the fee will be waived. However, if the customer prefers that the credit is restored to their original payment method, a transaction fee will be applied, due to the required banking and/or PayPal/CC transaction.

Cancelled Order (not yet shipped): Orders cancelled **before** physical shipment from our facilities will be charged a 5% cancellation fee before the refund is issued to your account. However, if you opt for store Store-Credit instead of a refund, the cancellation fee will be waived.

Cancelled Order (shipped): Note, the product must be in unused/unopened condition. A 5% transaction fee will be applied to the Store Credit or Refund value in addition to any shipping charges.

Rejected Deliveries (unused/unopened): If the **order is refused at the time of delivery**, you will be responsible for the fees outlined above, in addition to the transaction fee, and any fee's applied to the return shipment by the carrier.

We urge customers review their orders before final submission. If you have any questions or concerns about the product or purchasing, ordering and shipping processes, don't hesitate to [Contact Us](#) directly.

Notice: *Delivered product may not returned for any reason without prior written authorization from HighPoint Technologies, Inc.*

Important: *HighPoint does not offer a refund policy for any RocketAIC series product that has been opened/used by the customer.*